



Support Worker (12-month Fixed-Term, Part-Time – 30 hrs p/w)

Hastings Young Peoples' Service

Job Description

Ref:1089

Job Summary

To provide support to young people living in the 1st stage of accommodation within the service. To equip the residents with the skills and tools they will need to live independently. The post holder will ensure that the day to day running of the project is carried out efficiently and within the framework of psychologically informed practice. The post holder will undertake building management tasks, support clients in the service, to use the service effectively, maintain their personal space and attend appointments. The post holder will need to understand a strengths-based approach to support and service delivery to clients.

Responsible To:

- Deputy Manager
- Operational Manager
- Through line management to the Trust's Board of Management.

Significant Working Relationships:

- Hastings Young Peoples Service clients
- BHT Sussex staff
- Hastings Borough Council
- Benefits Agency and Housing Benefit
- Relevant statutory and voluntary organisations concerned with the interests of clients

Duties / Responsibilities:

1. To be responsible as a member of the staff team for the direct day to day care of young people taking an active part in their daily lives on a shift work basis.
2. To provide a safe and supportive environment within the project.
3. Establish, maintain and further develop effective relationships which engage each young person so that assistance and support can be offered within a constructive relationship.
4. To have specific Keyworker responsibilities
5. Be responsible for health and safety, as well as making autonomous decisions about individual resident's requests and behaviour whilst on shift.

6. Be responsible for the ongoing continuous improvement of the service and to ensure residents are fully involved in any review or change to the service.
7. To ensure effective client involvement within the service.

Primary Tasks

8. In conjunction with the client, complete client Needs and Risk Assessments.
9. In partnership with the client produce a support action plan that is psychologically informed and SMART, working in a strength's based and solution focused approach. Hold regular support reviews. To attend external reviews and meetings as required.
10. To have professional contact with the clients' family where appropriate.
11. Contribute to the normal development of young people through the provision of a healthy lifestyle and a variety of appropriate stimulating activities.
12. To work with young people on a one to one or group basis, using a variety of interventions, to identify needs and to achieve positive outcomes.
13. To work co-operatively with children's services, housing and health agencies and other community based services, to provide the most effective service for young people.
14. To ensure rent is collected on a timely basis from residents. This will mean ensuring Housing Benefit claims are submitted and maintained, payment plans are in place for working residents and the service charge is received.
15. To promote, monitor and maintain health, safety and security in the working environment.
16. To be sensitive to the needs of the residents, taking account of race, culture, language, religion, gender, sexual orientation or disability.
17. To assist residents through signposting to other relevant services.
18. Support the life skills programme by providing 1-1 and group work addressing independent living skills such as washing, shopping, budgeting, cooking and nutrition, understanding and paying bills etc
19. To encourage and support young people access training and employment opportunities as well as using the wider community's facilities.
20. To provide support to residents in the project's move on accommodation.
21. To help identify suitable move on accommodation and work with local private rented sector initiatives.

22. To apply safeguarding and child protection procedures.
23. Establish and maintain effective working relationships with co-workers and other professionals
24. To inform colleagues of relevant developments, for example during handover.
25. Complete ALL de-brief reports/documentation accurately on a daily basis.

General

26. To care for the fabric, equipment and overall environment.
27. To follow the referral and allocation procedure assessing prospective new residents when required.
28. Act at all times within BHT's Guidelines and ALL Policies and Procedures
29. To contribute positively to teamwork, supporting colleagues and being prepared to receive support as necessary.
30. To participate in staff meetings as required.
31. To act flexibly, within reasonable bounds, in order to ensure the necessary cover for a residential project.
32. Carry out all duties within the spirit and requirements of the BHT Equality and Diversity policy, actively promoting equality issues and seeking to challenge and overcome disadvantage and discrimination.
33. Pursue the development of skills and knowledge necessary for the effective performance of the role in liaison with your line manager.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you

must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time".

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.